

AusNet Services EDPR Customer Forum

13 November 2018 meeting minutes

Attendees

| Customer Forum (CF) | AusNet Services (AST) |
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| Tony Robinson Helen Bartley John Mumford Greg Camm Dianne Rule | Charlotte Eddy Michael Larkin Deirdre Rose Rob Ball |

Customer service incentive scheme

In response to AST's customer service incentive scheme [presentation](#), the Forum questioned whether additional metrics could be added, and whether the scheme design could be informed by international best practice. The Forum also raised concerns about the potential for sampling error due to the sample size.

All agreed that the AER consultation was the appropriate process for these issues to be considered.

AST also committed to publishing CSAT results annually as part of a new Customer Interactions Report, together with other customer service data that is important to our customers.

On this basis, the Forum confirmed its in-principle support for a new customer service incentive scheme.

Forum feedback on draft proposal

The Forum provided detailed feedback on AST's draft proposal.